PRV – Call Center Special Batches

Purpose:
The objective of special batches is to communicate to Core to force edits on a particular claim that was previously denied and cannot be processed correctly in the system. The Customer Service Representative (CSR) would forward a printout of the Medicaid Management Information System (MMIS) screen and complete the special batch form.

Identification of Roles:
Unit Lead, Quality Assurance Coordinator, Trainer, Supervisor, Manager

Performance Standards:
N/A

Path of Business Procedure:

Step 1: Provider requests that their claim be special batched through the mail/correspondence

Step 2: Print screen print of claim from MMIS file 5

Step 3: Print claim from OnBase Client
   a. Click file
   b. Click print
   c. Click "OK"

Step 4: Print the Special Batch Request Form
   a. When pulling up the form, press read only
   b. Complete the form
      1. Type your name in the "From field"
      2. Type Provider Services in the "Unit field"
      3. Enter the date
      4. Annotate the reason why the special is being requested
      5. Annotate the edit number that needs to be forced

Step 5: Organize the forms in order, to send to Core for special batching
   a. Special Batch Form goes on top
   b. OnBase Client claim form
   c. Screen print from MMIS
   d. Paperclip and place in outbox to be picked up by Unit Lead to review

Step 6: Unit lead reviews and refers it to Core Unit

Forms/Reports:
Special Batch Request Form

RFP References:
N/A

Interfaces:
OnBase
MMIS
Provider
Core Unit
Unit Lead

Attachments:
Special Batch Form
Process Map

Special Batch Request

From:
Unit: Provider Services
Date:

Why is the special batch being requested?

Provide detailed instructions on how to process the claim. List all edits that need to be forced.

Note: Please attach a claim form, screen print, and any necessary documentation to this form to validate the request being made. If the instructions on this form are not clear, it will be returned to the requestor.

Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
IME Provider Services

SPECIAL BATCH	
CSR	UNIT LEAD

Provider request through correspondence.
1

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Screenprint of MMIS.
2

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Print the claim in OnBase.
3

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Print "Special Batch Request Form"
4

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Organize the forms.
5

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Unit lead reviews and forward to "Core".
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